



## View bulletin: 2091BR : INFORMATION TECHNOLOGY SUPERVISOR

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TECHNOLOGY SUPERVISOR

Bulletin status Open

**Item Number** 2598 INFORMATION TECHNOLOGY SUPERVISOR

**Position Title** INFORMATION TECHNOLOGY SUPERVISOR

**Requirements** **SELECTION REQUIREMENTS:**  
**OPTION I:** Graduation from an accredited\* college or university with a bachelor's degree\*\* or higher in Computer Science, Information Systems, or a closely related field and four (4) years of full-time paid experience within the last five (5) years, in design, development, implementation, operation and maintenance of information systems, one(1) year of which must have been in a lead or supervisory capacity.

**-OR-**

**OPTION II:** Five(5) years of full-time paid experience within the last five (5) years in design, development, implementation, operation and maintenance of information systems, two (2) years of which must have been in a lead or supervisory capacity.

**Department** Mental Health

**Bulletin Number** 2091BR

**Analyst** Lucio, Bebi ((213) 738-2855)

**Manager** Williams, Theresa ((213) 738-2871)

**Number of Vacancies** 1

**Positions Remaining** 1

**Exam Number** 22598A

**Allow Reapplies** Yes

**Job Type** Technicians

**Job Field** Information Technology

**Type of Recruitment** Departmental Promotional Opportunity

**Job Opportunity Information** **RESTRICTED TO PERMANENT EMPLOYEES OF THE DEPARTMENT OF MENTAL HEALTH WHO HAVE SUCCESSFULLY COMPLETED THEIR INITIAL PROBATIONARY PERIOD.**

**APPLICATIONS MUST BE FILED ON-LINE ONLY. APPLICATIONS WILL NOT BE ACCEPTED BY MAIL, EMAIL, FAX, NOR IN PERSON.**

**Sourcing Strategy**

**Additional Title****Rebulletin Information****Filing Information** Standard**Filing Start Date** 01-JUL-2011**Filing End Date** 15-JUL-2011**Filing End Time** 5:00 pm PST**Salary Type** Monthly**Salary Minimum** 7150.82**Salary Maximum** 9379.00**Annual Salary Range** Greater than \$100,000**Special Salary Information Designation****Special Salary Information****Benefit Information Designation****Benefits Information**

**Position/Program Information** Supervises the activities of an Information Technology section within a departmental centralized information technology organization responsible for providing complex information technology services, including planning, design, coordination, development, implementation, maintenance, and support of automated information and telecommunication systems.

**Essential Job Functions** Plans, coordinates, supervises, and monitors the activities of the DMH CIOB Ancillary Application Section which includes four units: 1) the Help Desk Unit, 2) the Ancillary Applications Administration/IT Performance Management Unit, 3) the DMH ACCESS Center Unit, and 4) the 24X7 Jail Mental Health Unit.

Assists in establishing and monitoring program priorities, objectives and procedures, and resource allocations. Programs include but are not limited to: the Service Request Automation Program (Service Catalog Program), the IT Service Management, Program (e.g. Service Level Management, Change Management, Problem Management, and Incident Management), and the bureau-wide IT Performance Metrics Program.

Plans, coordinates, supervises and monitors activities of assigned staff involved in various projects, including status, scheduling, prioritizing, training and leading work of implementation teams on related projects.

Provides full administrative and technical supervision of staff including approving time off, evaluation of performance and takes or recommends disciplinary action, up to and including termination.

Analyzes, estimates and assigns staff and resources for projects, including technical and support personnel, consultants and equipment.

Assists in establishing and monitoring program priorities,

objectives and procedures, determining area objectives, targets of service and resource allocations.

Assists in the development of changes in management plans for new projects, including business process assessment, training requirements and budget preparations and appropriate forms of communication.

Reviews completed projects to assure compliance with established standards.

Coordinates activities and computer systems requirements with departmental users to assure current technology needs are met.

Provides guidance to staff in troubleshooting network communications, software and hardware problems, designing systems logic, debugging system program problems and assisting software vendors with problem resolutions.

Meets with departmental management to introduce and explain systems improvement concepts and to obtain concurrence with recommended problem solutions.

Assists management on long-range systems planning.

#### **Physical Class Designation 2**

**Physical Class** **Physical Class II – Light:** Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

#### **Safety Position Designation**

#### **Safety Position Requirements**

**License(s) Required** A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Certificate(s) Required**

**Shift** Any

#### **Special Requirement Information**

**\*\*In order to receive credit for any college course work, or any type of college degree, such as a Bachelor's, or Master's degree, or for completion of a certificate program, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization; or official certificates with your application AT THE TIME OF FILING.**

**Copy of training \*\*\*certificates must be attached to the application at the time of filing in order to receive credit.**

**Verification of Experience:** Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level or different classification will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of

experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter approved by their Departmental Human Resources Manager or authorized representative. Credit will be given for out-of-class experience to meet the selection requirements only.

**WITHHOLD INFORMATION:** Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the minimum requirements by the last day of filing. However, the names of such employees will be withheld from certification until the required experience is fully met.

**Desirable Qualifications** Experience in the following area: IT Technical Support, IT Help Desk, Application Administration, Application Development, and/or Application End User Support teams in an organization with at least 1,000 IT end users.

Knowledge, training and experience using IT Service Management and process improvement concepts, frameworks, methodologies and standards, such as ITIL, COBIT, ISO, SPACL, TQM, Six Sigma, Business Process Management, CMMI, PMP, or various RCA methodologies. Certification(s)\*\*\* are a plus.

Demonstrated experience designing, tracking and analyzing performance measurements to aid IT teams in continually improving efficiencies and effectiveness of services.

Knowledge, training and skills in project management with ability to multitask across multiple projects.

Excellent interpersonal and oral communication skills including the ability to understand and mediate across diverse groups and to give presentations.

Strong written communication skills (including creating easily understood diagrams, graphs, reports, instruction sets, knowledge databases, policy and procedures).

**Accreditation Information Designation** Yes

**Accreditation Information** \*Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services (NACES) or the Association of International Credential Evaluators, Inc. (AICE).

**Special Information** While the positions in the Chief Information Office Bureau normally work during regular County daytime business hours, appointees may be required to work any shift, including evenings, nights, holidays or weekends.

**Examination Content** This examination will consist of an evaluation of training and experience based on application and supplemental questionnaire information weighted 50% and an Appraisal of Promotability weighted 50%. The Appraisal of Promotability will measure knowledge and skills, verbal, written, and interpersonal communication, work habits and productivity, problem solving, leadership and supervision, and adaptability.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible list.

**Vacancy Information** The eligible list resulting from this examination will be used to fill vacancies in the Department of Mental Health, Chief Information Office Bureau.

**Exam Analyst Phone Number** (213)738-2855

**Alternate Exam Unit Contact Number** (213)738-2823

**Exam Analyst Fax Number** (213)637-5892

#### **Exam Costs**

**Eligibility Information** The names of the candidates receiving a passing grade on this examination will be placed on the eligible list in the order of their score group for a period of at least twelve (12) months following the date of promulgation.

**Application and Filing Information** Fill out your application and Supplemental Application Questionnaire completely. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job.  
All information is subject to verification.

We may reject your application at any time during the selection process.

**Click on the following link to access a copy of the supplemental questionnaire:**

[http://file.lacounty.gov/dhr/ehr/cms1\\_162805.pdf](http://file.lacounty.gov/dhr/ehr/cms1_162805.pdf)

#### **INSTRUCTIONS FOR FILING ONLINE:**

Apply online by clicking on the button above or below this bulletin that reads **APPLY TO JOB** so you can apply online and track the status of your application and get notified of your progress by mail.

Note: Supplemental Application Questionnaire must be printed in order to be completed. Completed Supplemental Application Questionnaire and all required documents must be uploaded as attachments to the application. If you are unable to attach required documents, you may fax them to (213) 637-5892 or send by email as an attachment to [Exams@dmh.lacounty.gov](mailto:Exams@dmh.lacounty.gov) within five (5) days of filing. Please include exam number and exam title.

All information is subject to verification.

We may not accept your application at any time during selection process.

We must receive your on-line application, Supplemental Application Questionnaire, and all attachments by 5:00 p.m., Pacific Standard Time, on Monday, July 11, 2011, the last day of filing.

**APPLICATIONS SUBMITTED BY U.S. MAIL, EMAIL, FAX, OR IN PERSON WILL NOT BE ACCEPTED.**

#### **County of Los Angeles Information**

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or

disability.

**Los Angeles County Child Support Compliance**

**Program:** In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**Americans with Disabilities Act of 1990:** All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator at the number below.

Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number below.

The County will attempt to meet reasonable accommodation requests whenever possible.

**ADA Coordinator Phone** (213)738-2823

**Teletype Phone**

**Alternate Teletype Phone**

**California Relay Services Phone** (800)899-4099

**Department Contact Name** Gloria Lucio

**Department Contact Phone** (213)738-2855

**Department Contact Email** Blucio@dmh.lacounty.gov

**Education Level** Bachelor

**Experience Level** 3 to 5 years

**Executive Level Position?** No

**Additional Information**

**General Information**

**Advertising Cost**

**Agency Cost**

**Travel Cost**

**Referral Cost**

**Relocation Cost**

**PAR Information**

**PAR Number**

**Position Id****Document Id****Expiration Date****Unit****Contact Name 2****Contact Number 2****Other Information****Region****Job Specific Questions**

**Bulletin Notes** Open bulletin for 1 reclassified position in CIOB and approved by CEO. Also, eligible list will be used to fill future vacancies.

<b>Bulletin team</b>	<b>Name</b>	<b>Dept.</b>	<b>Job title</b>	<b>Phone</b>	<b>Fax</b>
	Williams, Theresa ((213) 738-2871)	Department of Mental Health	Head Departmental Personnel Tech	(213) 738-2871	(213) 637-4585
	Lucio, Bebi ((213) 738-2855)	Department of Mental Health	Senior Departmental Personnel Tech	(213) 738-2855	(213) 637-4585

**To be completed after the bulletin has been filled****Added by** Lucio, Bebi ((213) 738-2855)**Added on** 03-Jan-2011**OK**